

# CUSTOMER SERVICE

# *The RPCA Way*

RESPONSIVE • PROFESSIONAL • COURTEOUS • ACCOUNTABLE



## *Your Experience Matters!*

The Department of Recreation, Parks and Cultural Activities guarantees a consistently superior customer experience to all who participate in programs or visit parks and facilities. Interactions will be Responsive, Professional, Courteous and Accountable.

To ensure satisfaction, we offer all customers:

- **Satisfaction Guarantee:** Registrants not satisfied with a class or program are encouraged to contact RPCA as soon as possible. If we are unable to correct the concern, a credit or refund may be issued.
- **Financial Assistance:** To allow for maximum resident participation, financial assistance is available to City of Alexandria residents, including a 20% discount for residents ages 55 and up. Visit [alexandriava.gov/12288](http://alexandriava.gov/12288).

Tell us about your experience by visiting [www.alexandriava.gov/Recreation](http://www.alexandriava.gov/Recreation).